

OFFICE OF PERSONNEL SERVICES AND BENEFITS  
DEPARTMENT OF BUDGET AND MANAGEMENT  
EMPLOYEE DEVELOPMENT AND TRAINING INSTITUTE

# COURSE SCHEDULE

February, 2003



## E-LEARNING TRAINING PROGRAM

E-learning is an innovative approach to distance learning in which computer-based training is transformed by the technologies and methodologies of the World Wide Web.

E-learning presents live content in a structure allowing self-directed, self-paced instruction in over 300 topic areas. Students using e-learning take courses at their own speed, this provides e-learning students with the ability to focus on and learn what is important to them and skip unnecessary or already-learned information.

Courses can be accessed from work, home, or while traveling. E-learning provides all students with access to courses 24 hours a day, seven days a week for a refresher or to use as reference material.

### FEATURES INCLUDED IN THIS PROGRAM ARE:

**INSTANT MENTORING:** real-time access to content experts inside the course

**REFERENCE LIBRARIES:** Contains over 250 IT and 50 desktop reference materials

**SALSA:** a skill assessment tool that quickly and comprehensively measures skills.

Please feel free to contact EDTI, with any additional questions concerning this program at 410-767-4683.

### E-LEARNING TRAINING

**Cost: \$450.00**

February 23, 2003

May 15, 2003

September 11, 2003

## INFORMATION TECHNOLOGY TRAINING

### A+ CERTIFICATION

Cost: \$3,000.00

12 Consecutive Tuesdays

Beginning March 4, 2003

### MAINTAINING AND UPGRADING PC'S

Cost: \$300.00

April 10 and 11, 2003

October 8 and 9, 2003

### MS ACCESS 2000 ADVANCED

Cost: \$130.00

March 10, 2003

June 23, 2003

October 20, 2003

### MS EXCEL 2000 ADVANCED

Cost: \$130.00

April 15, 2003

June 17, 2003

October 23, 2003

### A-TEAM

Cost: \$1,200.00

12 Consecutive Wednesdays

Beginning April 2, 2003

### MANAGEMENT SKILLS FOR IT PROFESSIONALS

Cost: \$175.00

February 24, 2003

May 15, 2003

October 20, 2003

### MS EXCEL 2000 INTRO & INTER

Cost: \$250.00

February 10 and 11, 2003

May 29 and 30, 2003

October 1 and 2, 2003

### MS INTERACTION OF APPLICATIONS

Cost: \$300.00

April 29-30, 2003

December 17-18, 2003

### CUSTOMER COMMUNICATION SKILL FOR IT PROFESSIONAL

Cost: \$175.00

March 5, 2003

June 18, 2003

September 25, 2003

### MS ACCESS 2000 INTRO & INTER

Cost: \$325.00

February 19, 20 and 21, 2003

May 12, 13 and 14, 2003

September 17, 18 and 19, 2003

### HTML WEB AUTHORIZING

Cost: \$450.00

March 26, 27, and 28, 2003

October 1, 2, and 3, 2003

### MS INTERNET EXPLORER

Cost: \$130.00

April 17, 2003

October 16, 2003

### MS POWERPOINT 2000

Cost: \$130.00

April 7, 2003

October 28, 2003



# INFORMATION TECHNOLOGY TRAINING

## MS PROJECT 2000

Cost: \$375.00  
April 10-11, 2003  
October 8-9, 2003

## MS PUBLISHER 2000

Cost: \$130.00  
April 4, 2003  
November 13, 2003

## MS WORD 2000 INTRO & INTER

Cost: \$250.00  
April 24-25, 2003  
June 24-25, 2003

## MS WORD 2000 ADVANCED

Cost: \$130.00  
May 5, 2003  
September 22, 2003  
November 24, 2003

## PROJECT MANAGEMENT

Cost: \$1,200.00  
April 14, 15, 16, 17 and 18, 2003  
October 20, 21, 22, 23, and 24, 2003



## SKILL ENHANCEMENT: MS ACCESS

Cost: \$70.00  
SESSION A: 9:00 am—12:00 p.m.  
SESSION B: 1:00 pm—4:00 pm  
April 2, 2003  
June 10, 2003  
September 3, 2003

## SKILL ENHANCEMENT: MS EXCEL

Cost \$70.00  
SESSION A: 9:00 am—12:00 p.m.  
SESSION B: 1:00 pm—4:00 pm  
April 8, 2003  
September 15, 2003  
October 15, 2003

## SKILL ENHANCEMENT: MS POWERPOINT

Cost: \$70.00  
SESSION A: 9:00 am—12:00 p.m.  
SESSION B: 1:00 pm—4:00 pm  
April 21, 2003  
May 22, 2003  
September 25, 2003

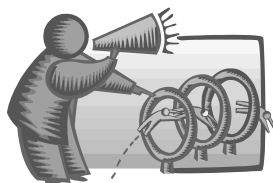
## SKILL ENHANCEMENT: MS WORD

Cost: \$70.00  
SESSION A: 9:00 am—12:00 p.m.  
SESSION B: 1:00 pm—4:00 pm  
April 21, 2003  
September 30, 2003  
November 17, 2003

# CERTIFIED SUPERVISORY DEVELOPMENT PROGRAM

## COACHING AND COUNSELING TO IMPROVE PERFORMANCE

Cost: \$200.00  
March 11-12, 2003  
May 1-2, 2003  
September 29-30, 2003



## MOTIVATION AND TEAM BUILDING

Cost: \$200.00  
April 21-22, 2003  
June 26-27, 2003  
October 22-23, 2003

## PROBLEM SOLVING AND DECISION MAKING

Cost: \$200.00  
April 29-30, 2003  
September 22-23, 2003  
December 15-16, 2003

## COMMUNICATION POWER

Cost: \$200.00  
April 1-2, 2003  
June 19-20, 2003  
October 2-3, 2003

## EMPLOYER/EMPLOYEE RELATIONS

Cost: \$120.00  
March 19, 2003  
September 16, 2003

## PEP PARTI: IDENTIFYING ESSENTIAL JOB FUNCTIONS

Cost: \$120.00  
May 28, 2003  
September 11, 2003

## WRITING EFFECTIVE CORRESPONDENCE

Cost: \$200.00  
May, 2003  
September 14-15, 2003  
December 1-2, 2003

## CUSTOMER SERVICE

Cost: \$120.00  
May 21, 2003  
September 18, 2003  
December 3, 2003

## LEADERSHIP SKILLS

Cost: \$200.00  
April 17-18, 2003  
October 15-16, 2003  
December 11-12, 2003

## PLANNING AND ORGANIZATIONAL SKILLS

Cost: \$200.00  
June 2-3, 2003  
November 13-14, 2003

## VIOLENCE IN THE WORKPLACE: CREATING A SAFER WORKPLACE

Cost: \$120.00  
June 23, 2003  
November 17, 2003

## DIVERSITY: COMMUNICATING ACROSS CULTURES

Cost: \$120.00  
June 16, 2003  
November 6, 2003

## MARYLAND STATE PERSONNEL RULES AND REGULATIONS

Cost: \$120.00  
May 6, 2003  
October 7, 2003

## PRINCIPLES OF SUPERVISION

Cost: \$200.00  
March 27-28, 2003  
June 11-12, 2003  
October 27-28, 2003

# PROFESSIONAL DEVELOPMENT

## DEALING WITH CONFLICT AND CONFRONTATION

Cost: \$200.00  
March 3-4, 2003  
May 12-13, 2003  
September 18-19, 2003

## DELEGATING EFFECTIVELY

Cost: \$120.00  
April 3, 2003  
June 25, 2003  
October 16, 2003

## ENGLISH REFRESHER AND PROOF-READING EFFECTIVELY

Cost: \$200.00  
May 4-5, 2003  
November 19-20, 2003

## EFFECTIVE LISTENING SKILLS

Cost: \$120.00  
June 4, 2003  
December 9, 2003

## IMPROVING YOUR JOB PERFORMANCE

Cost: \$120.00  
March 20, 2003  
May 23, 2003  
September 30, 2003

## PEP PART II: MANAGING AND APPRAISING PERFORMANCE

Cost: \$120.00  
April 7, 2003  
June 17, 2003  
October 9, 2003

## POLISHING YOUR INTERPERSONAL SKILLS

Cost: \$120.00  
May 19, 2003  
September 26, 2003  
December 18, 2003

## STRESS MANAGEMENT: HUMOR IN THE WORKPLACE

Cost: \$120.00  
June 5, 2003  
November 24, 2003

## TIME MANAGEMENT: JUGGLING PRIORITY TASKS

Cost: \$120.00  
March 26, 2003  
June 9, 2003  
November 13, 2003

# CERTIFIED PROCUREMENT

## CERTIFIED PROFESSIONAL PUBLIC BUYER (CPPB) COST: \$1,200.00

March 17, 18, 19, 20 and 21, 2003  
September 8, 9, 10, 11 and 12, 2003

## CERTIFIED PROFESSIONAL PUBLIC OFFICER (CPPO) COST: \$1,200.00

May 12, 13, 14, 15 and 16, 2003  
October 27, 28, 29, 30 and 31, 2003

# INTEGRATED PROJECT MANAGEMENT



The following courses will be held at Anne Arundel Community College-Glen Burnie Town Center. They will begin at 8:30 am and end at 4:30 pm on each day.

It is **STRONGLY RECOMMENDED** that State employees taking the Certified Professional Public Officer (CPPO) and Certified Professional Public Buyer (CPPB) also take these courses.

The Overview course is the prerequisite to the Integrated Project Management Program and **MUST** be completed before taking any of the other training classes. The Planning course is the prerequisite for the Procuring course.

### Overview:

**COST: \$50.00**  
**DURATION: 1 Day**

January 28, 2003  
February 24, 2003  
April 4, 2003

### Planning:

**COST: \$200.00**  
**DURATION: 4 Days**

March 6, 7, 13 & 14, 2003  
April 14, 15, 21 & 22, 2003

### Procuring:

**COST: \$150.00**  
**DURATION: 3 Days**

February 18, 19 & 21, 2003  
March 17, 19 & 21, 2003  
May 5, 7 & 9, 2003

### Performing:

**COST: \$150.00**  
**DURATION: 3 Days**

March 4, 6 & 7, 2003  
May 20, 22 & 23, 2003

## CONTINUOUS QUALITY IMPROVEMENT TRAINING

### **Benchmarking**

Cost: \$120.00  
March 13, 2003  
September 10, 2003

### **CQI: Process**

Cost: \$120.00  
April 21, 2003  
October 17, 2003

### **Implementing a Customer Satisfaction Measurement Program**

Cost: \$120.00  
May 22, 2003  
November 18, 2003

### **Getting from Why-Why to How-How**

Cost: \$65.00  
April 24, 2003—Afternoon  
October 28, 2003—Morning

### **Manager's Role With Continuous Quality Improvement Teams**

Cost: \$120.00  
May 7, 2003  
September 17, 2003

### **Quality Function Deployment: A Practical Approach to Implementing CQI**

Cost: 200.00  
June 17-18, 2003  
October 23-24, 2003

### **Process Management**

Cost: \$120.00  
March 31, 2003  
September 16, 2003

### **Learning To Work Together**

Cost: \$65.00  
April 24, 2003—Morning  
October 28, 2003—Afternoon

### **Standards**

Cost: \$120.00  
May 29, 2003  
November 12, 2003

### **Submitting a Successful Application for the Governor's Performance Excellence Program**

Cost: \$120.00  
June 26, 2003  
September 23, 2003



## MICROSOFT CERTIFIED SYSTEMS ENGINEER

### **MS WINDOWS NETWORK AND OPERATING SYSTEM ESSENTIALS**

Cost: \$1,100.00  
April 7, 8 and 9, 2003

### **IMPLEMENTING MS WINDOWS PROFESSIONAL AND SERVER**

Cost: \$2,100.00  
May 12, 13, 14, 15 and 16, 2003

### **UPDATING SUPPORT SKILLS FROM MS WINDOWS**

Cost: \$2,100.00  
June 16, 17, 18, 19 and 20, 2003

### **IMPLEMENTING A MS WINDOWS NETWORK INFRASTRUCTURE**

Cost: \$2,100.00  
September 8, 9, 10, 11 and 12, 2003

### **IMPLEMENTING AND ADMINISTERING MS WINDOWS DIRECTORY SERVICES**

Cost: \$2,100.00  
October 6, 7, 8, 9 and 10, 2003

### **DESIGNING A MS WINDOWS DIRECTORY SERVICES INFRASTRUCTURE**

Cost: \$1,100.00  
November 12, 13 and 14, 2003

### **DESIGNING A SECURE MS WINDOWS NETWORK**

Cost: \$2,100.00  
December 8, 9, 10 11 and 12, 2003

### **DESIGNING A MS WINDOWS NETWORKING SERVICES INFRASTRUCTURE**

Cost: \$1,600.00  
October 27, 28, 29 and 30, 2003

## MICROSOFT OFFICE USER SPECIALIST 2000

### **MOUS ACCESS 2000**

Cost: \$480.00  
March 17, 18, 19 and 20, 2003  
September 8, 9, 10 and 11, 2003

### **MOUS EXCEL 2000**

Cost: \$360.00  
April 22, 23 and 28, 2003  
October 6, 7 and 10, 2003

### **MOUS OUTLOOK 2000**

Cost: \$360.00  
May 19, 20 and 21, 2003  
November 5, 6 and 7, 2003

### **MOUS POWERPOINT 2000**

Cost: \$360.00  
June 2, 3 and 4, 2003  
December 3, 4 and 5, 2003

### **MOUS WORD 2000**

Cost: \$480.00  
March 25, 26, 27 and 28, 2003  
September 23, 24, 26 and 29, 2003

### **MOUS PROJECT 2000**

COST: \$240.00  
June 19-20, 2003  
December 15-16, 2003

### **MOUS EXCEL 2000 EXPERT**

COST: \$600.00  
April 1, 3, 9, 14 and 16, 2003  
October 16, 18, 21, 22 and 24, 2003

### **MOUS WORD 2000 EXPERT**

COST: \$600.00  
May 1, 2, 6, 7 and 8, 2003  
November 14, 18, 19, 20 and 21, 2003

